

VIA FACSIMILE 1-703-872-9326

9D-EC-19348  
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Ruppelt et al.

Art Unit: 3623

Serial No.: 09/480,589

Examiner: Van Doren, Beth

Filed: January 10, 2000

For: METHOD, SYSTEM, AND  
PROGRAM PRODUCT FOR ON-  
LINE SERVICE CALL  
SCHEDULING

Mail stop: Non-fee amendment  
Hon. Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Office Action dated May 7, 2003, please amend the above-identified patent application as follows.

**EXTENSION OF TERM**

3. The proceedings herein are for a patent application and the provisions of 37 C.F.R. 1.136 apply.

(complete (a) or (b), as applicable)

- (a) ☐ Applicant petitions for an extension of time under 37 C.F.R. 1.136  
(Fees: 37 C.F.R. 1.17(a)-(d) for the total number of months checked below:)

Extension for response within:	Other than small entity Fee	Small entity Fee (if applicable)
<input type="checkbox"/> first month	\$ 110.00	\$ 55.00
<input type="checkbox"/> second month	\$ 410.00	\$ 205.00
<input type="checkbox"/> third month	\$ 930.00	\$ 465.00
<input type="checkbox"/> fourth month	\$1,450.00	\$ 725.00
<input type="checkbox"/> fifth month	\$1,970.00	\$ 985.00

Fee Due \$ \_\_\_\_\_

If an additional extension of time is required, please consider this a petition therefor.  
(Check and complete the next item, if applicable)

- ☐ An extension of \_\_\_\_\_ months has already been secured. The fee paid therefor \$ \_\_\_\_\_ is deducted from the total fee due for the total months of extension now requested.

Extension fee due with this request \$ \_\_\_\_\_

OR

- (b) ☒ Applicant believes that no extension of term is required. However, this conditional petition is being made to provide for the possibility that applicant has inadvertently overlooked the need for a petition for extension of time.

**FEE FOR CLAIMS**

4. The fee for claims (37 C.F.R. 1.16(b)-(d)) has been calculated as shown below:

	(Col. 1)		(Col. 2)	(Col. 3)	SMALL ENTITY		OTHER THAN SMALL ENTITY
	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NO. PREVIOUSLY PAID FOR	PRESENT EXTRA	ADDITIONAL RATE FEE	OR	ADDITIONAL RATE FEE
TOTAL		MINUS		=	x \$9 = \$		x \$18 = \$
INDEP.		MINUS		=	x \$42 = \$		x \$84 = \$
FIRST PRESENTATION OF MULTIPLE DEP. CLAIM					+ \$140 = \$		+ \$280 = \$
					TOTAL ADDITIONAL FEE \$	OR	TOTAL ADDITIONAL FEE \$

- (a) ☒ No additional fee for Claims is required

OR

- (b) ☐ Total additional fee for claims required \$

**FEE PAYMENT**

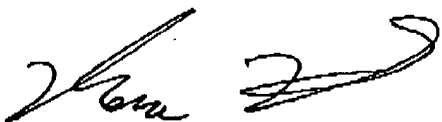
5. Attached is a check in the sum of \$\_\_\_\_\_
- ☐ Charge Deposit Account No. 01-2384 the sum of

**FEE DEFICIENCY**

6. ☒ If any additional extension and/or fee is required, charge Deposit Account No. 01-2384.

AND/OR

- ☒ If any additional fee for claims is required, charge Deposit Account No. 01-2384.
7. ☐ Other:

  
\_\_\_\_\_  
Thomas M Fisher  
Reg. No. 47,564  
ARMSTRONG TEASDALE LLP  
One Metropolitan Square, Suite 2600  
St. Louis, MO 63102  
314-621-5070

PATENT  
Attorney Docket No.: 9D-EC-19348

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Ruppelt et al.  
Serial No.: 09/480,589  
Filed: January 10, 2000  
For: METHOD, SYSTEM, AND  
PRORAM PRODUCT FOR  
ON-LINE SERVICE CALL  
SCHEDULING

:  
:  
: Group Art Unit: 3623  
:  
: Examiner: Van Doren, Beth  
:  
:

Mail Stop Non Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

## TRANSMITTAL

1. Transmitted herewith is:  
Transmittal (3 pgs.)  
Amendment in Response to Office Action Dated 05/07/2003 (32 pgs.)  
Fax Transmittal (1 pg.)

## STATUS

2. Applicant  
☐ claims small entity status.  
☒ is other than a small entity.

CERTIFICATE OF MAILING BY EXPRESS MAIL TO  
THE COMMISSIONER FOR PATENTS

Express Mail No.  
Date:

I hereby certify that the documents listed above are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. §1.10 on the date indicated above in an envelope addressed to Mail Stop Non-Fee Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

8-4-03  
\_\_\_\_\_  
Thomas M. Fisher, Reg. No. 47,564

**ARMSTRONG TEASDALE LLP**

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**CERTIFICATE OF FACSIMILE TRANSMISSION TO THE  
UNITED STATES PATENT AND TRADEMARK OFFICE**

**DATE: August 7, 2003**

<b>Applicant:</b> <i>Ruppelt et al.</i>	:	<b>Filed:</b> January 10, 2000
<b>Serial No.:</b> 09/480,589	:	<b>Art Unit:</b> 3623
<b>Fax:</b> 703-872-9326	:	<b>Examiner:</b> Van Doren, Beth
<b>From:</b> Thomas M. Fisher	:	<b>Atty. Dkt. No.:</b> 9D-EC-19348

**DOCUMENTS SUBMITTED WITH TRANSMISSION:**

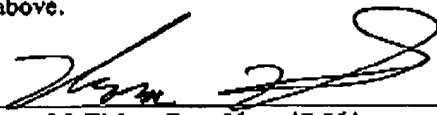
*Amendment Transmittal (3 pgs.)*  
*Amendment in Response to Office Action of 05/07/2003 (32 pgs.)*  
*Fax Transmittal (1 pg.)*

*Total pages including cover page: 36*  
*If all pages are not received, please contact: Linda Driscoll at Ext. 7229*

**RE:** *The above referenced U.S. Patent Application*  
**Title:** *METHOD, SYSTEM, AND PROGRAM PRODUCT FOR ON-LINE SERVICE CALL SCHEDULING*  
**Filed:** *January 10, 2000*

**CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that these papers are being facsimile transmitted to the U.S. Patent and Trademark Office, Facsimile Number 703-872-9326 on the date shown above.

  
\_\_\_\_\_  
Thomas M. Fisher, Reg. No.: 47,564

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7961

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**Date:** September 4, 2003

**Please Deliver To:**

**Name:** Lowuan Ellis

**Serial No.:** 09/480,589

**Art Unit:** 3623

**Fax:** 703-872-9326

**Atty. Dkt. No.:** 9D-EC-19348

**From:** Thomas M. Fisher

**Total pages including cover page: 37**

*If all pages are not received, please contact Linda Driscoll at ext. 7229*

Lowuan Ellis,

Per your request, please note the attached Fax Cover Sheet, Amendment Transmittal, and Amendment as originally faxed August 7, 2003.

Regards,

Thomas M. Fisher

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